



UNITED STATES PATENT AND TRADEMARK OFFICE

COMMISSIONER FOR PATENTS
UNITED STATES PATENT AND TRADEMARK OFFICE
WASHINGTON, D.C. 20231
www.uspto.gov



Bib Data Sheet

CONFIRMATION NO. 1577

SERIAL NUMBER 09/690,566	FILING DATE 10/17/2000 RULE	CLASS 705	GROUP ART UNIT 2661	ATTORNEY DOCKET NO. LLY-004
------------------------------------	---	---------------------	-------------------------------	---------------------------------------

APPLICANTS
Michael P. Lilly, Candia, NH;
Mark A. Longmire, Dover, NH;
Richard D. Carignan, Derry, NH;

**** CONTINUING DATA *******
 THIS APPLICATION IS A CIP OF 09/421,834 10/20/1999
 WHICH CLAIMS BENEFIT OF 60/105,129 10/21/1998
 THIS APPLICATION 09/690,566 10/17/2000
 IS A CIP OF 09/593,336 06/14/2000
 WHICH IS A CON OF 09/065,932 04/24/1998 PAT 6,088,626
 WHICH IS A CON OF 08/250,179 05/27/1994 PAT 5,787,000 - Rad, Sheets
 THIS APPLICATION 09/690,566 10/17/2000
 CLAIMS BENEFIT OF 60/160,447 10/19/1999

**** FOREIGN APPLICATIONS *******
 (Yes) H.
 (None) H.

IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 12/02/2000

**** SMALL ENTITY ****

Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no	STATE OR COUNTRY NH	SHEETS DRAWING 20	TOTAL CLAIMS 33	INDEPENDENT CLAIMS 2
35 USC 119 (a-d) conditions met <input checked="" type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance				
Verified and Acknowledged Examiner's Signature _____ Initials _____				

ADDRESS
21323

TITLE
SYSTEM AND METHOD FOR DETERMINING AND REDUCING CUSTOMER SERVICE IMPACT

FILING FEE RECEIVED 537	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
-----------------------------------	---	---